

CITY OF COVINA
LIBRARY ASSISTANT

*Class specifications are only intended to present a descriptive summary of the range of duties and responsibilities associated with specified positions. Therefore, specifications **may not include all** duties performed by individuals within a classification. In addition, specifications are intended to outline the **minimum** qualifications necessary for entry into the class and do not necessarily convey the qualifications of incumbents within the position.*

DEFINITION:

Under general supervision, performs a wide variety of technical and para-professional library support services; participates in activities of specialized library functions, including reference, acquisitions, literacy programs, and children's services; researches and answers patrons questions in person or by telephone; performs other related duties as required.

DISTINGUISHING CHARACTERISTICS:

The **Library Assistant** is the journey level position in which incumbents are expected to independently perform the full scope of assigned library support duties. Incumbents in this position perform duties that require knowledge of library rules, procedures and practices. This classification is distinguished from the next higher classification of Library Circulation Supervisor in that the latter oversees the Circulation Department, and is responsible for supervising, scheduling and training assigned staff.

SUPERVISION RECEIVED/EXERCISED:

Receives general supervision from the Assistant City Librarian, Literacy Program Coordinator or a professional librarian as assigned. Incumbents in this class do not routinely exercise supervision, but may provide technical and functional supervision and scheduling for volunteers.

ESSENTIAL FUNCTIONS: *(include but are not limited to the following)*

- Coordinates and performs a wide variety of technical and para-professional library support services related to acquisitions, reference, children's services, and literacy programs; researches and answers questions received from the public, referring only the most difficult or unusual to a librarian.
- Oversees and participates in the acquisition of library materials, including books, periodicals, videos, audio tapes, CD's, and DVD's; maintains acquisition records and expenditure reports; organizes requests for materials and locates appropriate vendors; conducts inquiries to establish the best source of supply for a variety of materials; prepares monthly fund control statement; tracks ordered items and maintains appropriate files.
- Assists patrons with questions at the reference desk; plans, prepares and presents children's story hours and special programs; assists professional staff in reviewing and recommending books and materials for the collection; keeps statistical records; types and prepares notices, reports and other documents.
- Provides support for adult and children's literacy programs; recruits, trains and coordinates volunteer tutors; assists tutors and students in selecting appropriate materials; serves as a tutor; maintains

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literacy program curriculum and orders materials as needed; conducts special programs and events; develops brochures, posters and press releases related to events and workshops.

- Promotes library services, resources and programs through the use of exhibits, presentations, tours, outreach, media, and websites; plans and participates in special events; may train and supervise volunteers in areas of assigned duties; utilizes a variety of automated library systems and internet resources.
- Addresses and responds to service questions, inquiries and complaints; establishes and maintains a customer service orientation; tactfully responds to in-person and telephone requests for library materials, services and information.
- Establishes positive working relationships with representatives of community organizations, state/local agencies, City management and staff, and the public.

PHYSICAL, MENTAL AND ENVIRONMENTAL WORKING CONDITIONS:

Position requires prolonged sitting, standing, walking, kneeling, squatting, and stooping in the performance of daily activities. The position also requires repetitive hand movement and fine coordination in preparing reports and retrieving and entering data using a computer keyboard. Additionally, the position requires near and far vision in reading written and numeric information and materials. Acute hearing is required when providing phone and personal service. The need to lift, drag and push files, paper, boxes and book carts weighing in excess of 25 pounds is also required.

Some of these requirements may be accommodated for otherwise qualified individuals requiring and requesting such accommodations.

QUALIFICATIONS: *(The following are minimal qualifications necessary for entry into the classification.)*

Education and/or Experience:

Any combination of education and experience that has provided the knowledge, skills and abilities necessary for a **Library Assistant**. A typical way of obtaining the required qualifications is to possess two years of experience in public library support services, and a high school diploma or equivalent. Successful completion of two years of college level coursework in library sciences, business, public administration, or a related field may be substituted for the required experience.

License/Certificate:

Possession of, or ability to obtain, a valid Class C California driver's license.

KNOWLEDGE/ABILITIES/SKILLS: *(The following are a representative sample of the KAS's necessary to perform essential duties of the position.)*

Knowledge of:

Current library methods, practices, resources, equipment and terminology; library cataloging and classification systems; methods and techniques of providing services and information through appropriate search procedures; public relations and customer service techniques; purchasing principles and practices, including pricing, shipping and billing procedures; methods and techniques of scheduling work assignments; standard office procedures, practices and equipment; modern office equipment, including a computer and specialized library software; methods and techniques for record keeping; proper English, spelling and grammar; occupational hazards and standard safety practices.

Ability to:

Perform a wide variety of technical and para-professional library support services with limited supervision; use reference materials; deal effectively and tactfully with patrons and the public; work effectively with library staff and volunteers; supervise, train and motivate assigned volunteers; apply and explain library policies, procedures and systems; assist in the selection of books and other materials; present public programs for children and literacy program students; work independently and as part of a team; follow written and oral directions; observe safety principles and work in a safe manner; communicate clearly and concisely, both orally and in writing; establish and maintain effective working relationships.

Skill to:

Operate an office computer and a variety of word processing and software applications, including a variety of specialized library software.